

News from HIPAA & Medicaid

AN IMPORTANT MESSAGE FOR THE BILLING STAFFS OF HEALTH-CARE PROVIDERS:

WASHINGTON PHARMACISTS RUSH TO TEST 5.1 SYSTEM AS MEDICAID WORKS TO BRING ITS POS ADJUDICATION ON LINE

OLYMPIA, Wash. – Washington pharmacists raced off the starting line last week once they got the green light for testing their 5.1 Point of Sale (POS) system. The huge response briefly overwhelmed the test referees at Medical Assistance Administration (MAA) and its primary HIPAA vendor, Affiliated Computer Services (ACS).

Fortunately, a quick response saved the day with a new electronic mailbox and more Web information. By week's end, ACS was handling the crunch and keeping the tests moving.

**MAA-HIPAA
Bulletin No. 4
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► **1.** To test POS, pharmacies should first register for testing with the ACS Prescription Benefits Management (PBM) Provider Relations Department at 1-800-365-4944 or by e-mail at provider.relations@acs-inc.com. ACS customer service representatives will contact the pharmacists to set up testers with numbers and information.

► **2.** More information is available on the ACS Web site at <http://www.acspbmhipaa.com> (Select the "Payer Sheet" option on the left side of the screen and then scroll down for Washington-specific Payer Sheets.) You can get to the same place by starting on the MAA site at <http://maa.dshs.wa.gov/dshshipaa>.

► **3.** Special help is available from two POS-savvy ACS veterans: **Jim Potts** (james.potts@acs-inc.com) or **Randy Stamp** (randy.stamp@acs-inc.com).

Meanwhile, MAA and ACS are testing the POS adjudication system, which will use a converter to accept HIPAA-compliant 5.1 claims and reformat them so the state can adjudicate them as before, sending the output back through another converter to alert the provider's 5.1 system with the details of remittance. That testing is due to be completed by October 1 – two weeks ahead of the actual October 16 deadline. If necessary, that window also will allow for additional testing.

BACKUP PLAN: As a contingency plan, MAA is instructing pharmacists to retain their 3.2 system capability. Medicaid is planning dual support for all providers, and pharmacy claims filed on the old system will still be accepted on October 16 as a backup.

BILLING INSTRUCTIONS: Providers should make it a point to check MAA's Provider Publications Web site regularly. Another 20 Billing Instructions with HIPAA updates are on a fast track to be published by October 1. Postcard notification of numbered memos and other documents typically runs well behind posting, so checking the site will pay off: <http://maa.dshs.wa.gov/RBRVS/rbrvs.htm>.

RETURN TEST PACKETS: All providers need to test, but time is growing short. If you have not returned your test enrollment packets, please do it today. Replacement packets are available by calling 1-800-833-2051 or by visiting the MAA Web site: <http://maa.dshs.wa.gov/dshshipaa>.

NOTE: Washington State is modifying its current Medicaid Management Information System (MMIS) computers to handle the new HIPAA-compliant claims. But Medicaid is not turning off its current claims-handling process, so Washington providers will have a backup if their HIPAA claims run into difficulty. MAA also advises against reverting to paper claims, because the processing takes longer and will delay the entire claims-reimbursement system.

HIPAA HELP (Save these contacts):

- **Affiliated Computer Services (ACS)** hot line for technical testing questions on software or ACS EDI GATEWAY SERVICES: 1-800-833-2051
- **DSHS HIPAA Web site** for free software and HIPAA-compliance information: <http://maa.dshs.wa.gov/dshshipaa>
- **Federal HIPAA compliance site**, with practical advice for providers and the answers to frequently-asked questions (FAQ): <http://www.cms.gov/hipaa>
- **Executive summary of MAA's HIPAA compliance plan:** http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/HIPAAExecSummary_012804.pdf
- **ACS EDI Gateway, Inc.:** http://www.acs-gcro.com/Medicaid_Accounts/medicaid_accounts.htm
- **POS:** Email provider.relations@acs-inc.com or call 1-800-365-4944 to get in contact with customer service representatives and set up testing. Information is also available on the ACS Web site at: <http://www.acspbmhipaa.com>
- **SPECIAL POS SUPPORT:** Randy Stamp (randy.stamp@acs-inc.com)

HUMAN CONTACT:

Chris Johnson, HIPAA Contingency Planning, 360-725-1239

Bob Burlingame, HIPAA Provider Testing, 360-725-1256

Becky Boutilier, HIPAA Communications Manager, 360-725-2129 (boutibm@dshs.wa.gov)

Jim Stevenson, MAA Communications Director, 360-725-1915 (stevej2@dshs.wa.gov)

Send email questions to hipaacomunications@dshs.wa.gov

HELP A COLLEAGUE:

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